



## **DOC Records**

# **Value Stream Mapping Report Out**

**“Records Slayers”**

May 18 – 21, 2015

# The Opportunity

Dot Faust, Deputy Director  
DOC Offender Services

# Team Records Slayers

Janet Fliehler



***Team Members:** Tamia Salviati, Betty Witte, Sheila Vorwaldt, Janet Fliehler, Lori Brockman, Gayle Johnson, DeeAnn Davidson, Jane Groteluschen, Janie Mendez, Jay Nelson, Brenda Miller, Vickie Sherzan **Facilitators:** Marcia Tope, Laura Scheffert*



# Scope

Sheila Vorwaldt

This event will look at the global view of the records departments within the Department of Corrections to determine what functions each of them do, how they interact and where opportunities exist amongst them for improved collaboration and efficiencies.



# Objectives

Lori Brockman

- Understand existing priorities, basic functions, and barriers (local and state-wide)
- Identify areas of greatest need for further/improved collaboration (local and state-wide)
- Identify tools staff need to assist them in creating greater efficiencies.



# Goals

Gayle Johnson

1. Develop a list of all records functions and deliverables, both local and state-wide, so that it is documented and transparent for program management across the DOC.
2. Develop a prioritized action plan, for management consideration, that addresses how to improve collaboration and functionality, and that addresses identified gaps across records department.



# Goals

Gayle Johnson

3. Recommend (including suggested priority order), a list of future events for management consideration that may be necessary to meet improvements in records departments.

4. Develop a timeline to identify next steps

# Why Map the Value Stream?

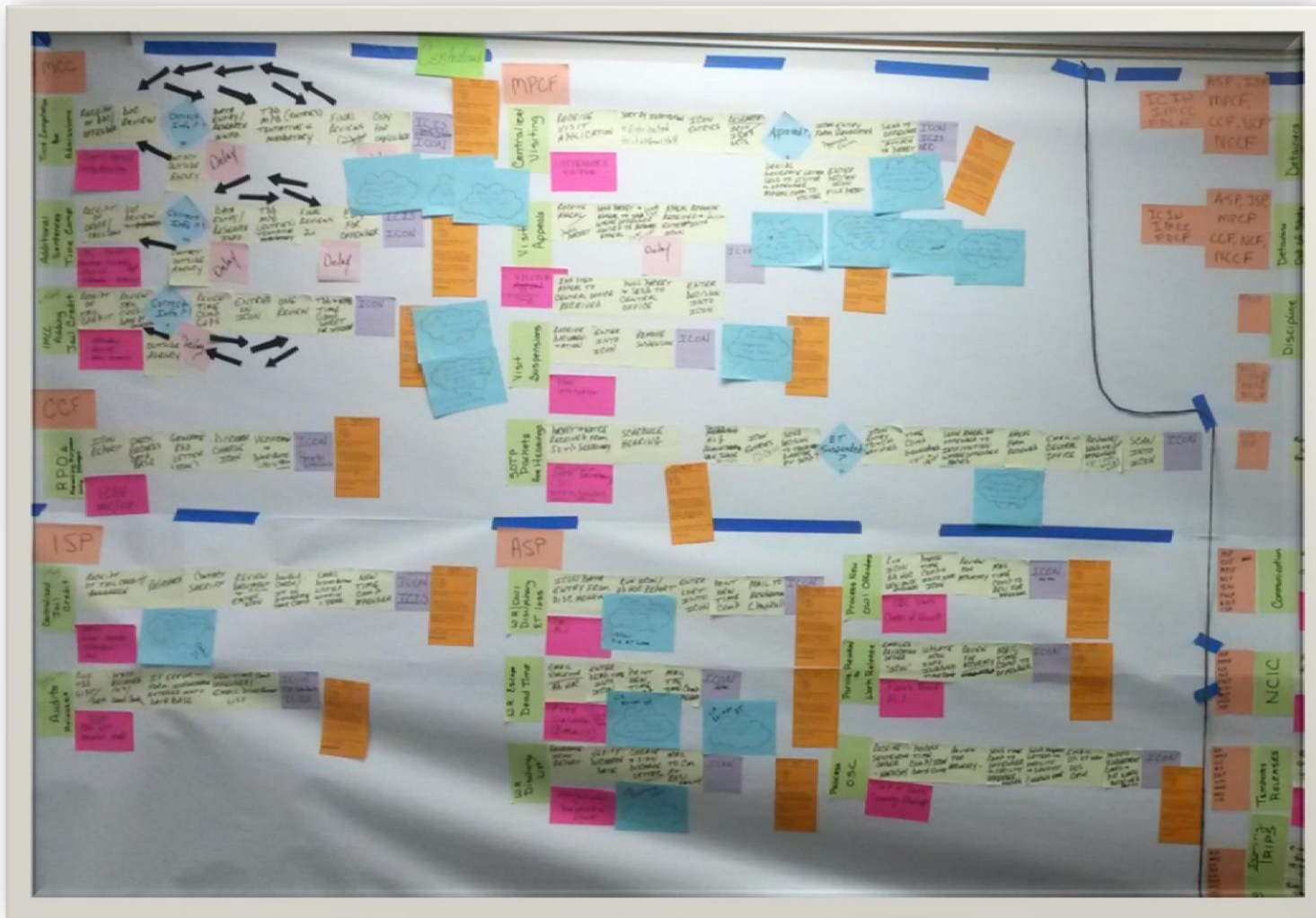
Jane Groteluschen

- Value Stream Mapping is a method that assists a team in seeing and understanding the flow of both documents and information
- It delivers breakthrough opportunities across system processes that otherwise are difficult to see
- It helps you not only see waste and gaps, but more importantly the source of the waste



# Value Streams

Tamia Salviati



LEAN

State of Iowa  
Continuous Improvement

# What did we see?

Betty Witte

- Records touches many other departments in their work
- Records does many critical processes
- Numerous non-records functions
- Clearer understanding of what others do
- Many delays – create more work
- Outside perspective seeing opportunities
- Good customer service can sometimes lead to extra work for records
- Key person for final release of offender



# Brainstorming

Brenda Miller



**OPPORTUNITY  
CLOUD**

- Identify opportunities for improvement
- Ex. Data sharing across all agencies



**LEAN TOOL**

- Identification of Future Lean Event

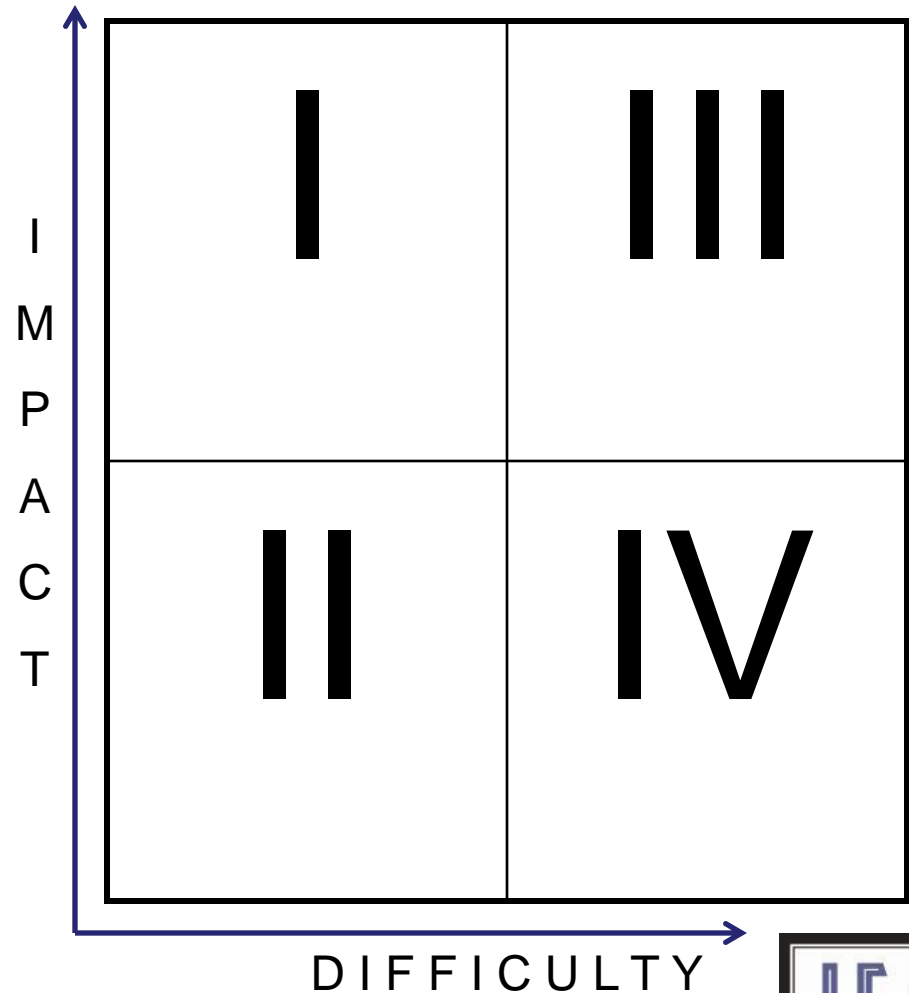
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# De-selection Process

Janie Mendez

- Identifies
  - Impact to customer
  - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



# Current Records Processes

DeeAnn Davidson

- Current State – Where are we now



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# Management Plan

Jay Nelson

Plan Components	Task Ranking (identification #)	Task	Execution Method (Kaizen, Design, VSM, 5S, Project, JDI)	Owner (program/process owner for this event)	
Staffing	(10 votes) High Impact - Hard to do (long term)	Tamia to train someone - now			
Staffing	(10 Votes) High Impact - Hard to do (long term)	Maintain current records staffing (or increase as needed)			
Non-Records	(7 Votes) High Impact - Hard to do (long term)	Review Non-Records Related Functions			
Training	(6 Votes) High Impact - Hard to do (long term)	ICON training/refreshers for all staff with an emphasis on Generic Notes			
Policy	(6 Votes) High Impact - Hard to do (long term)	ALJ Appeal process (disciplinary policy) and due process (SOT policy) hearings - Include Deadlines			
ICON	(4 Votes) High Impact - Hard to do (long term)	Ability to forward Kiosks messages			
IT	High Impact - Hard to do (long term)	Replace laserfische			



Iowa  
Department of Transportation  
Improvement



# Next Steps

Janet Fliehler

Implementation/Communication Plan	Person Responsible	Due Date
Discontinue Jail Credit database entry (ISP)	Sheila	5/22/2015
Standardized role/clarification of record's role in count verification process	DeeAnn/Sheila	6/24/2015
Records staff meet with BOP at records meeting	Tamia	6/24/2015
Don't scan DOT forms into ICON	Lori/Sheila	5/22/2015
DOT forms distributed at Intake so no longer need to do this but have available	Lori/Sheila	5/22/2015
Cheat sheet for offenders and staff - time comp sheet	Tamia/Janet	6/24/2015
Change/create the deadline for staff to answer visiting appeals (change policy)	Betty	6/24/2015
Update visiting policy to include deadlines for response to MPCF visiting application inquires	Betty	6/24/2015
MPCF to do PRH visiting (policy change)	Betty	6/24/2015
Email work release escape and discharge paperwork to residential facility (follow-up with Margot)	Janet	6/24/2015
Add ASP records to resi CIR distribution list for Priority #1s (email director)	Janet	6/24/2015
OWI release check list - is it necessary?	Tamia	6/24/2015
Records staff not making release arrangements (transportation phone calls)	Lori	6/24/2015
Records staff not responsible for tracking court-ordered progress reports	Sheila/Betty/Lori/DeeAnn/Brenda	6/24/2015
Receiving institution to do ICON cross-reference on visitors upon transfer (write policy and submit to management)	Betty	6/24/2015
Records staff needs permissions to run ALJ/Disciplinary Decision Ad hoc report (check ICON)	Tamia/Jane	6/24/2015
Better training for SOR process (for any staff who does this - DPS website)	Sheila/Lori/Brenda	6/24/2015
Collaboratively Work with DPS to ensure SOR Database works: Each institution develop SOR list of needs (bring to 30 days) Provide to DPS	Sheila/Tamia/Gayle / Jane/Brenda/ DeeAnn/Lori/Betty /	6/24/2015



# Team Member Experience

Vickie Sherzan, ITS-5<sup>th</sup> JD CBC

DeeAnn Davidson, NCF

Betty Witte, MPCF



# Comments

- Marcia Tope, DOM
- Laura Scheffert, DOC

**We welcome your  
questions and comments!**

